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Software Development Lifecycle Procedure

1. **Purpose**

The objective of this process is to ensure a consistent methodology to be carried out to develop and manage software requirements and functional specifications as per project requirements.

1. **Scope**

The procedure starts with the requirements of a new software and ends with the developed software.

1. Narrative
2. The relevant Section Manager identifies the need to develop a software which has not been identified within the current and future plans.
3. The relevant Section Manager shall analyse and understand the project requirements based on the project scope or the identified needs.
4. The relevant Section Manager conducts research to assess the associated risks and understanding of the required resources and develops the Software Requirements Specifications (SRS) based on inputs received from the Project Manager.
5. The relevant Section Manager request for additional information, if required, from the relevant parties and the End User Department.
6. The relevant Section Manager forwards the developed plans to the IT General Manager for approval before proceeding.
7. Does the IT General Manager approve?
   1. **Case A – Yes;** in case the IT General Manager approves, proceed to step 3.7.
   2. **Case B – No;** in case the IT General Manager does not approve, **the process ends.**
   3. **Case C – Clarifications;** in case the IT General Manager requires further clarifications or amendments, return to step 3.3.
8. Is the engagement of Third-Party Suppliers required?
   1. **Case A – Yes;** in case the engagement of Third-Party Suppliers is required, proceed to the **“FLO-PRO-v1.0-1.4 – Purchase Requisition”** process before continuing to step 3.8.
   2. **Case B – In-House;** in casethe engagement of Third-Party Suppliers is not required and it shall be developed in-house, proceed to step 3.8.
9. The IT Specialist/Third-Party Supplier develops a prototype software.
10. The IT Specialist/Third-Party Supplier tests the prototype against existing software to assess performance.
11. Is the developed software approved as per the Authority’s DoA?
    1. **Case A – Yes;** in case the developed software is approved as per the Authority’s DoA, proceed to the **“Release & Development Management”** process before proceeding to step 3.11.
    2. **Case B – Amendments Required;** in case the developed software requires amendments, return to step 3.8.
12. The IT Specialist/Third-Party Supplier conducts final tests of the approved software by enabling system and user tests.
13. Software Development Lifecycle Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Percentage of SRS Development | KPI |
| The percentage of Strategic IT projects undertaken with which an SRS is developed | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Provide Additional Information/ Clarifications |  | Relevant Department | Relevant Department Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Software Requirements Specifications” is a document intended to specify the software’s requirements, the revision or release number, and describe the scope of the product that is covered as well as its features and intended behaviour.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.